

## AGENCY PERFORMANCE PLAN FY 2016

<b>Name of Agency: INSURANCE DIVISION</b>			
<b>Agency Mission: The Iowa Insurance Division shall protect consumers through consumer education and by effectively and efficiently providing a fair, flexible and positive regulatory environment.</b>			
<b>Core Function</b>	<b>Performance Measure (Outcome)</b>	<b>Performance Target(s)</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>CF:</b>			
<b>Desired Outcome(s):</b>			
1. Become more efficient and responsive to stakeholders	Percent of consumer and industry stakeholders satisfied services through postcard follow up.	90%	Eliminate unnecessary delays in major regulatory activities involving investigating company consumer complaints.
	Percentage of NAIC modernization initiatives implemented.	90%	Implement regulatory modernization initiatives of the NAIC.
2. Integrate supervision of insurance and securities markets	Percentage of regulatory investigations with full cross-sectional database searches.	90%	Increase communication of relevant information between bureaus in investigations.
3. Respond to increased complexity in the insurance and securities markets.	Number of educational press releases issues.	1 per month	Provide Division website that provides information useful to our stakeholders.
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. Org# Organizations: Market Regulation, Securities, and Company Regulation  License qualified individuals and companies to participate in Iowa's insurance, securities and regulated industries markets and review and approve products that meet statutory requirements.			

# APPENDIX A

<b>A</b>	<b>Percentage of products acted upon within 30 days of a completed applications</b>	<b>100%</b>	<b>Continuing training of staff. Adopt technology including upgrading databases to assist in review. Adopt national standards to insure quality.</b>
<b>B</b>	<b>Percentage of agent applications processed within 7 days.</b>	<b>98%</b>	<b>Continue to modernize regulatory system for licensing.</b>
<b>C</b>			
<b>D</b>			
<b>2.</b> <b>Org# Company Regulation, Securities, and Regulated Industries</b>  <b>Ensure companies and regulated industries that operate in Iowa continue to meet Iowa's financial regulation requirements.</b>			
<b>A</b>	<b>Examine all companies and industries as required by statute.</b>	<b>100%</b>	<b>Maintain NAIC accreditation. Maintenance of qualified staff through training and remuneration.</b>
<b>B</b>			
<b>C</b>			
<b>D</b>			
<b>3.</b> <b>Org# Organizations: Market Regulation, Securities, and Fraud</b>  <b>Enforce Iowa's market-oriented insurance and securities laws and regulations</b>			
<b>A</b>	<b>Percentage of complaints resolved in 80 days.</b>	<b>91%</b>	<b>Continue on-line reporting complaint system.</b>  <b>Ongoing review and update of 1-800 system and website</b>
<b>B</b>			
<b>C</b>			
<b>D</b>			